



AMS Instructor/Consultant Data Sheet

AMS 4308

This **MCT** has demonstrated training and leadership skills over a **17+** year career. As a consultant, he has hands on experience in the areas of business operations, customer service, sales, network migrations, support and troubleshooting. As an educator this instructor has a motivating teaching style that produced an AMS life time average customer satisfaction score of **95+%**.

PRODUCT SKILLS & CERTIFICATIONS:

VC	Course	Course Description
MS	1026	MS Exchange Server 5.5 Series - Concepts & Administration
MS	1560	Updating Support Skills from Microsoft Windows NT 4.0 to Windows 2000
MS	1561	Designing a Microsoft Windows 2000 Directory Services Infrastructure
MS	1562	Designing a Microsoft Window 2000 Networking Services Infrastructure
MS	1567	Pre-Installing & Developing Microsoft Windows 2000 Professional
MS	1572	Implementing and Administering Microsoft Exchange 2000
MS	1573	Designing Microsoft Exchange 2000 for the Enterprise
MS	1594	Installing and Configuring Microsoft Windows 2000- File, Print and Web Services
MS	1737	Microsoft Operations Framework Essentials
MS	1787	Microsoft Operations Framework Changing Quadrant
MS	2028	Basic Administration of Microsoft Windows 2000
MS	2126	Managing a Microsoft Windows 2000 Network Environment
MS	2143	Deploying and Managing Microsoft Host Integration Server 2000
MS	2151	Microsoft Windows 2000 Network and Operation System Essentials
MS	2152	Supporting Microsoft Windows 2000 Professional and Server
MS	2153	Supporting a Microsoft Windows 2000 Network Infrastructure
MS	2154	Implementing and Administering Microsoft Windows 2000 Directory Services
MS	2159	Deploying and Managing MS ISA Server 2000
MS	2185	Deploying and Managing Microsoft Commerce Server 2000
MS	2209	Workshop: Updating Systems Admin Skills from W2K to Win Server 2003
MS	2272	Implementing and Supporting Microsoft Windows XP Professional
MS	2273	Managing and Maintaining a Microsoft Windows Server 2003 Environment
MS	2274	Managing a Microsoft Windows Server 2003 Environment
MS	2275	Maintaining a Microsoft Windows Server 2003
MS	2276	Implementing a Microsoft® Windows Server 2003 Network Infrastructure Network Hosts
MS	2277	Implementing, Managing and Maintaining a MS Windows Server 2003 Infrastructure
MS	2278	Planning and Maintaining a MS Windows Server 2003 Net Infrastructure
MS	2279	Planning, Implementing and Maintaining a MS Windows Server
MS	2285	Installing, Configuring, and Administering MS Windows XP
MS	2295	Implementing and Supporting Microsoft Internet Information Services 5.0
MS	2299	Managing and Maintaining a MS Windows Server 2003 Environment for an MCSA on Windows 2000
MS	2505	Deploying Microsoft Office XP
MS	2550	Implementing Microsoft Operations Manager 2000
MS	2694	Updating Web Server Skills to Internet Information Services 6.0
MS	2801	Microsoft Security Guidance Training I
MS	2802	Microsoft Security Guidance Training II
MS	2810	Fundamentals of Network Security
MS	2811	Applying Microsoft Security Guidance
MS	2820	Implementing and Administering Security in a MS Windows 2000 Network
MS	2821	Designing and Managing a Windows Public Key Infrastructure
MS	2823	Implementing and Administering Security in a MS Windows Server 2003 Network
MS	2824	Implementing Microsoft Internet Security and Acceleration Server 2004
MS	2830	Designing Security for Microsoft Networks
MS	803	Administering Microsoft Windows NT 4.0
MS	827	Administering Microsoft Systems Management Server 2.0
MS	828	Deploying and Supporting Microsoft Systems Management Server 2.0

WORK EXPERIENCE:

2003 – Present

Contract Trainer

- Offering corporate training classroom instruction for business application, customer service and certification of Windows 2000 and 2003 Networking, Help Desk and Microsoft Office Suite.
- Provide classroom instruction, hands-on, computer learning seminars, LDL/WEB based, and exam preparation for students in the following Microsoft Windows 2000/2003 Curriculum: MCP, MCDST, MCSA, MCSE, and A+ certification.
- Teach classes in Microsoft Office User Specialist (MOUS) for WORD, EXCEL, POWERPOINT, and OUTLOOK, along with Goldmine, ACT, telephone skills, help desk procedures, problem handling, etc.
- Instruct participants in the usage of various proprietary software programs and skills.
- Provide assessment of current knowledge to obtain proper level for prospective training programs.

2001 – 2003 EdNet Career Institute

Corporate Training Manager

- Certified Technical Educational Center (CTEC) offered classroom instruction for Certification of Windows 2000 Networking and Microsoft Office Suite.
- Provided classroom instruction, hands-on, computer learning seminars, LDL, and exam preparation for students in the following Microsoft Windows 2000 Curriculum: MCP, MCDST, MCSA, MCSE, and A+ certification.
- Taught classes in Microsoft Office User Specialist (MOUS) for WORD, EXCEL, POWERPOINT, and OUTLOOK, along with telephone skills, problem handling, etc.
- Taught job search workshops to assist graduates in placement opportunities “on the job” expectations.
- Performed various educational surveys, post-learning processes in 30-60-90 day increments to assess knowledge retention.
- Responsibilities included analyze market trends within the Healthcare, Insurance, and Retail industries and review the training programs currently offered at the school.

2000 – 2001 West Coast Division

Regional Training Director

Women’s Education Group

- Training programs offering customer service, call center systems, software and business usage programs, products and information for administrative and administrative level participants.
- Designed and taught educational business and software programs for women’s groups for retail, insurance, healthcare, and manufacturing across the Western United States.
- Trained five facilitators to travel to several sites and teach the program to organizations.
- Programs included understanding different methodologies on SOP, SLA standards, enhanced job efficiencies, proper pre-planning of workday activities and business software usage (MS office, accounting programs, CRM and ERP programs).

1999 – Present

Freelance Trainer

Customer Service and Call Center Management

- Offer assessment services and designed appropriate training for different customer service teams, supervisors and managers for Retail, Mail Order, Healthcare, Medical Claims, and Third Party Administrators.
- Assessed need for training and developed various classroom structures to meet client’s timetable for learning.
- Teach both classroom, one-on-one and seminar style programs.

1997 – 1999 Prudential Healthcare

National Operations / Training Team Leader

- Led team, which designed operations/training manuals for new training methods for the company going from 36 independent offices into four national service centers.
- Implemented an extensive training and development program for the operations teams of 250+.
- Held training classes weekly on customer service call center preparedness, business acumen and healthcare insurance related topics, i.e. medical terminology, client care services, and CRM (ACT software), etc.

1991 – 1997 Insurance Marketing & Management Services Director of Client Seminar Services

- Strategic planner responsible for the design, promotion and instruction of insurance-related training programs.
- Trained staff of 15 to provide LDL focus groups and seminars on insurance related topics.
- Held 12 weeklong seminars each year for insurance agencies to learn better methods of computing and customer service.
- Provided a curriculum with tests and assessment information.
- Co-designed and established an Affinity Group called “Group 500.” Organization was 500 of P&C/L&H agencies (\$10M in revenue) throughout the US and Canada.

EDUCATION:**EdNet Career Institute**

- MCT Windows 2000/2003
- MCP/MCSA/MCSE Windows 2000/2003

CSU

- BA, Business Administration

Los Angeles Valley College

- Theatre and Business Administration

Golden West College

- Occupational License Esthetician/Cosmetician

Citrus College

- Liberal Arts, and Business Administration

CECs: Franklin Covey Management Systems, Change Management, LifePlus, High Performance Manager, Medical Terminology, Customer Service Management, Lotus Notes, Train the Trainer – Prudential Healthcare.

To Hire This Trainer, Please call 800-798-3901